



Teen Lifeline

2022 Program Results

PEER COUNSELING HOTLINE | Our **free and confidential call and text hotline** is the heart of why we exist. We are here to save lives, and when the phone rings we get the chance. It is answered 24/7 with Peer Counseling 3 to 9 p.m. and texting 12 to 9 p.m. weekdays/3 to 9 p.m. weekends. A Master's Level Clinician supervises the hotline at all times. However, Teen Lifeline isn't just about suicide. For teens having trouble in school, fighting with a significant other or family member, feeling depressed or who just need to talk, we are here. The biggest thing that separates Teen Lifeline from other crisis hotlines is the people who answer the phone. We understand that **when a teen wants to talk about their problems, they would prefer to turn to another teen**. That is what makes Teen Lifeline both unique and incredibly successful—teens helping teens.

CALLER/TEXTER PROFILE

AGE



FEELT AFTER CALL/TEXT?



CALLED OR TEXTED?



15% texts were during **extended hours**.

1 in 3 call/texters have **thoughts of suicide**.

HOTLINE TOPICS

30% suicide & depression

21% family issues

14% relationships

10% school

7% general

3% anxiety

3% bullying

3% abuse

2% STIs & pregnancy

2% eating disorders

2% runaway & legal

2% LGBTQ+ & sexuality

1% substance abuse

Call & Text Crisis Line:
602-248-8336 (TEEN)

Call 24/7/365
Text 12-9 p.m. M-F, 3-9 p.m. Sa/Su
Peer Counseling 3-9 p.m. daily

Outside Maricopa, Call:
1-800-248-8336 (TEEN)

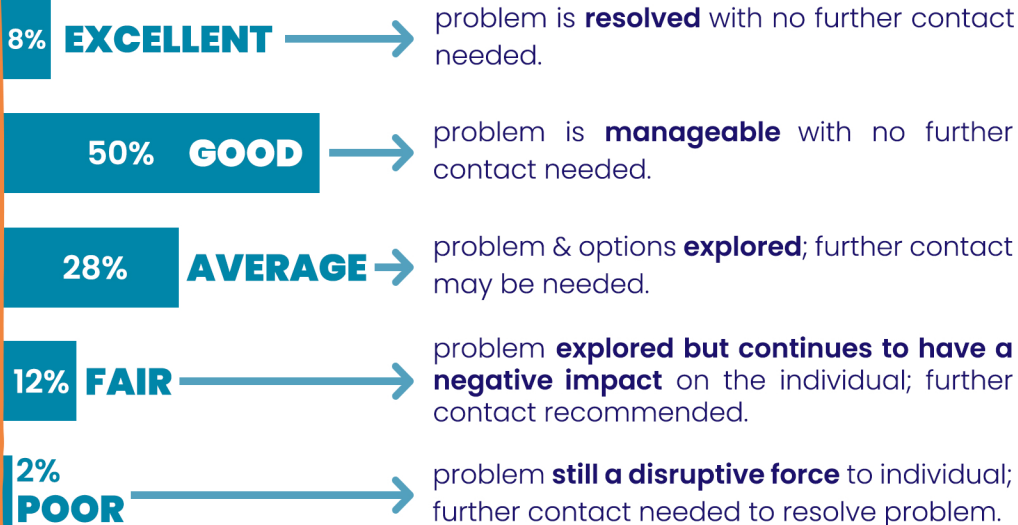
HOTLINE STATISTICS

- > Answered 19,921 calls & 23,442 texts in 2022
- > 155% increase in contacts & 964% increase in texts from '19

ARIZONA STATISTICS

- > Suicide is the 2nd leading cause of death for AZ youth
- > In 2021, 44 AZ youth ages 10-19 died by suicide (1 child every 8 days). The suicide death rate decreased by 9% from 2020 to 2021.

CALL/TEXT OUTCOMES



COMMUNITY & PEER TRAINING

COMMUNITY EDUCATION & PREVENTION | The goal of community education is to **provide awareness, education, prevention, and postvention services** within the community. Our presentations not only spread our name and hotline number, but also educate the community on important teen issues. This program involves diverse teaching methods that focus on increasing awareness and understanding of the problem behaviors, on acquiring or enhancing coping skills, and increasing help seeking behavior. Our prevention programs adhere to **best practice standards** in suicide prevention. Conducted primarily in schools, education is provided on an array of teen issues such as **teen suicide, depression, conflict resolution, grief and loss, stress and anxiety, and coping skills**. Information regarding this free service is mailed statewide to all mainstream and alternative middle and high schools twice a year. These presentations can be geared to both youth and adults.

AFTER ATTENDING A PREVENTION TRAINING



- **95%** of students would **tell someone** if worried about a **friend's wellbeing**.
- **86%** of **adults** feel more **prepared to assist** a **youth at risk**.
- **85%** of teens show willingness to **tell an adult or call Teen Lifeline** if they need help.



155,939 people reached through Prevention Education and Outreach services.



Over **half a million students** in Arizona have Teen Lifeline's **hotline information on their ID**.

COLLABORATIONS:

Solari (after-hours support)
AZ Suicide Prevention Coalition
Community coalitions & task forces
Teen Suicide Prevention Awareness Month

LIFE SKILLS DEVELOPMENT | The primary goal of the Life Skills Development program is to **empower Valley teens to take control of their own lives**. Through the program they learn skills that help them make healthy, productive decisions for use on and off the hotline. Through practical training measures, they learn the consequences of their actions and practice life-affirming decision making. These skills are **reinforced as they help their peers** with problems on the hotline.

This training is conducted quarterly and provided at no cost. The training is **72 hours long** and covers listening & communication skills, self-esteem, the role of a helper, and problem solving. It also includes relevant issues our youth often face.

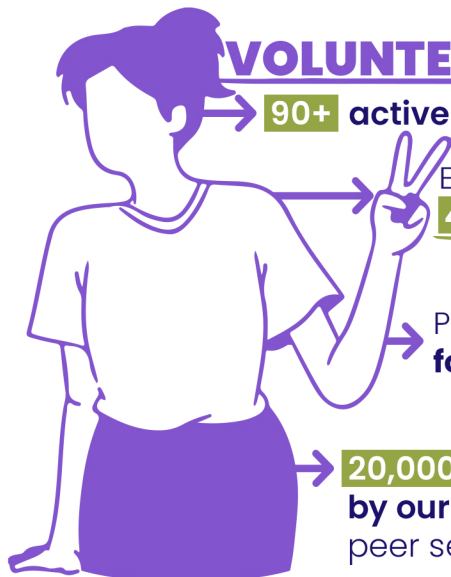
Accreditations:

- > American Association of Suicidology
- > International Council of Helplines

PO Box 10745
Phoenix, AZ 85064
info@teenlifeline.org

Business Phone:
(602) 248-8337

VOLUNTEER STATISTICS



- **90+** **active volunteers** in 2022.
- Each answers on average **450 calls/texts** per year.
- Peer counselors **volunteer for 3 years** on average.
- **20,000+ hours** **volunteered by our teens**. The value of their peer services was **\$500,000+**!

Volunteers learn:

- > communication/listening
- > identifying feelings
- > problem-solving
- > decision-making
- > mobilizing resources
- > protective/risk factors
- > common youth issues
- > identify, assess, and intervention of suicide
- > being an effective helper